

**QSP TP24-1804;**  
**Bennett Point Laundry Facilities**  
**ATTACHMENT A: SCOPE OF WORK**

**1.0** Touchstone Property Services (TPS) is seeking proposals from one or more qualified, licensed and insured firms to furnish, install, and maintain laundry equipment (washers and dryers) in the laundry facilities at our Bennett Point location at 528 E. 12<sup>th</sup> Street. The service must provide high quality, well maintained and energy-efficient equipment at the lowest possible prices to TPS residents, while providing the maximum financial return for TPS.

**1.1 General Requirements:** Contracts will be awarded for the provision of all equipment and maintenance and payment of an agreed percentage of the monthly gross income to TPS. The selected vendor(s) shall:

**1.1.1** Be fully responsible for the total laundry service (except for the provision of space, electricity and gas/propane), including water usage, equipment service, repair and maintenance.

**1.1.2** Assume full risk and responsibility for any loss, destruction or damages resulting from this contract occurring to TPS property and to any of the Vendor's property.

Owner to supply state of the art camera security system in the laundry area to monitor when the facility is in use.

- Owner to provide a resident monitor to periodically inspect the laundry facility and report any needs or damages.

**1.1.3** Retain ownership of all Vendor's furnished equipment.

**1.1.4** Maintain, in prominent view in each laundry room, a permanent sign clearly stating the name and address of the Service Provider, direct phone numbers and/or persons to contact for service and for refunds. The Vendor(s) shall establish a refund/reimbursement policy for users who may lose money in the equipment. A toll free number for users to file a claim shall be established. The toll free number must be clearly posted in the laundry room and/or on the machines. Refund/Reimbursements for lost monies must be made within ten (10) days. Signs must be in English. Braille, Spanish and other language translations shall be made available upon TPS's request based on resident's needs.

**1.1.5** Clearly and boldly label all machines indicating machine number and/or other identifier for easy call-in reference. Cost and cycle times must also be clearly labeled on each machine, as well as repair and refund procedures.

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- 1.1.6** Ensure that all employees of the selected Vendor(s) are properly dressed, neat and clean in appearance while on TPS properties.
- 1.1.7** Comply with TPS's drug-free workplace requirements. The Vendor(s) and or its employees shall not engage in the use of illegal drugs, including the illegal use of prescription drugs, and/or alcoholic beverages on the job, at the workplace, on TPS properties or reporting to work for TPS under the influence of any of the above.
- 1.1.8** Perform all work under the contract during normal business hours (i.e. 8:00 AM to 5:00 PM, Monday through Friday). No work shall be performed on weekends or holidays unless previously approved by site manager and/or TPS. The only exceptions to this requirement are emergency services as detailed in Sections 1.3.4/5/6.
- 1.1.9** Not remove any equipment from a building without a minimum of three (3) days prior notice to TPS.
- 1.1.10** Provide a plan of alternate payment should the coin shortage continue and coin-operated services be no longer feasible. This plan should be clearly described in the proposal response.

**1.2 Equipment Specifications and Requirements**

The selected Vendor(s) shall:

- 1.2.1** Supply and install the corresponding number of washers and dryers specified at each of the locations as outlined in Attachment A. No machine shall be added or removed from TPS property without the prior written approval from TPS and the Vendor(s) through an executed Change Order to the contract.
- 1.1.2** Ensure that all washers and dryers are new, unused, heavy duty, "commercial"-type machines and in the quantity listed in Attachment A. No discontinued, refurbished, rebuilt or re-manufactured machines will be permitted. The machines must be energy-efficient and low-water usage. The equipment must meet the most current certification for Energy Star Compliance Criteria. Proof of Energy Star Compliance, for each model of equipment proposed, must be submitted with the proposal or the proposal may be considered non-responsive. Laundry equipment shall be matching (same color and type) at each location and shall be of a modular design and the same height to give uniformity of appearance.
  - 1.2.1.1** The size, type and capacity of equipment shall be compatible to space available, existing utility capabilities and residents' needs within each of the laundry facilities.

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- 1.1.2.2** The machines shall be high efficiency, commercial or equivalent machines with variable settings. It is preferable that they also be front-loading. All equipment shall meet washing and drying recommendations of current clothing manufacturers regarding wash and wear, permanent press and regular articles of clothing.
- 1.1.2.3** Machines and equipment must conform to safety regulations and not hinder emergency exiting of the laundry room.
- 1.2.3** Be responsible for the delivery, receiving, storage and security of all equipment, parts and supplies provided under the terms of this contract. TPS shall approve all equipment in advance of installation.
- 1.2.4** Install and vent each machine in accordance with the manufacturer's recommendations.
- 1.2.5** Ensure all equipment is connected to existing electric, water and sewer lines serving the community laundries in which the equipment is to be placed, except as otherwise specified herein. Machines shall run on electricity.
- 1.2.6** Bear all expenses for the installation or removal of equipment.
- 1.2.7** Not be authorized to make any improvement or alteration to the space or the facilities in which the machines are installed without the prior written approval of TPS. Any modifications required to accommodate the Vendor's machines and/or equipment will be made at the Contractor's expense.
- 1.2.8** When requested provide a minimum of one washer and one dryer that is ADA accessible in each laundry room, as space permits. This equipment shall be positioned to provide the maximum allowable floor space in front of the machine. The machine buttons must be operable with a closed fist, without the need to pinch, twist or grasp.
- 1.2.9** Provide machines that are simple to operate, with easy-to-follow operation instructions. The Vendor(s) shall affix a permanent label, decal or sign to each machine clearly outlining, in English, the machine's operating instructions. Braille, Spanish and other language translations shall be made available upon TPS's request.
- 1.2.10** Submit complete, descriptive literature with their proposal. This information is to include data on utility consumption. TPS reserves the right to evaluate utility consumption as a factor in award.
- 1.2.11** Ensure that all machines are individually identified and equipped with concealed electronic non-resettable digital counters that provide verification of information, including but not limited to, cycle counts. At the start of the agreement period, the Vendor(s) shall furnish TPS with

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counter readings on each machine and provide the same at each collection and on the reimbursement report. TPS reserves the right to witness and verify the original reading and any thereafter on a random basis.

- 1.2.12** Install coin mechanisms that are of heavy duty, tamper-proof construction.
- 1.2.13** Upon contract award, be prepared to immediately assess and recommend, within 15 days, changes to the existing utilities necessary to accommodate new equipment. The successful Vendor(s) will absorb plumbing and electrical costs necessitated by additional equipment.

**1.3 Maintenance Requirements:** The selected Vendor(s) shall:

- 1.3.1** Service, maintain and ensure that all machines operate in accordance with the manufacturer's recommended performance standards.
- 1.3.2** At all times, and at its own expense, maintain laundry machines, including any meters and special attachments, in proper mechanical working order and make all necessary repairs and replacements. The Vendor(s) shall also keep the laundry equipment, material handling equipment and properly identified service vehicles, in clean, attractive and sanitary conditions to the satisfaction of TPS
- 1.3.3** Maintain the equipment and be responsible for cleaning the vent lines and lint filters in accordance with the manufacturer's recommendations.
  - 1.3.3.1** Clean all lint filters regularly to prevent accumulation of lint and other foreign matter.
  - 1.3.3.2** Clean all dryer vents from the dryers to the termination of the vents outside the building. The vent lines shall be inspected annually. All vent lines shall be cleaned as often as needed to allow the equipment to operate within the manufacturer's recommended performance standards at the Vendor's expense. Vents shall be maintained to be free of lint and debris that could reduce air flow.
  - 1.3.3.3** All inspection and cleaning of lint catches and vent ductwork shall be documented in an activity log (denoting person performing inspection, inspection results, correction action taken, date and time, photo documentation) that shall be submitted to TPS annually.
  - 1.3.3.4** Keep the areas behind the machines and the machines themselves clean and free from accumulations of dust, lint, or other foreign matter.

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- 1.3.3.5** Dryer venting and areas behind the machines shall be cleaned after the removal of the old equipment and left free of lint and other foreign matter prior to the installation of the new equipment.
- 1.3.3.6** The Vendor(s) shall be responsible for connecting dryers to the dryer vents in compliance with all local, State and/or Federal regulations and laws to assure proper duct assembly and connection to the dryers and thus greatly reduce lint build up within the duct work.
- 1.3.4** Provide maintenance and repair 24 hours/7 days a week.
- 1.3.5** Furnish on-call maintenance service with a minimum response time of twenty-four (24) hours after notification.
- 1.3.6** Respond to emergency calls within twelve (12) hours of notification, seven (7) days a week. Emergency is defined as any situation that poses a danger to users and/or TPS property.
- 1.3.7** Promptly attach to any malfunctioning machine an “Out of Order” sign that blocks the coin slots.
- 1.3.8** Replace equipment which cannot be returned to full service within forty-eight (48) hours of notification with comparable equipment of the like quality until the original equipment is returned to service or permanently replaced at no cost to TPS. The Vendor(s) shall first notify the on-site manager before replacing any machine or equipment. All replacement machines needed during the period of the performance under this contract shall be of the same age or newer than the existing machines.
- 1.4 Maintenance Exclusions:** TPS will provide for and maintain the necessary utility services, including hot and cold water, electricity, heat and gas; provided, however, that the temporary failure of any of the above utilities from any cause whatsoever shall not be a breach of the contract to result from this QSP, nor shall it render TPS liable to the Vendor(s) for loss of revenue or consequential damage to its machinery.

  - 1.4.1** TPS will cover the cost of the electricity, heat and gas. The Vendor will be responsible for the payment of all water bills for the laundry facility. The water usage for the laundry facility will be metered separately from the residential area of the property.
  - 1.4.2** TPS is responsible for the dryer and washer electrical outlets, and for replacing dryer vent lines, water supply lines and wastewater drain lines in the walls.

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- 1.4.3** The Vendor(s) is responsible for damage to the laundry room or to other parts of the building resulting from malfunction or improper maintenance of the equipment and/or vent lines.
- 1.5 Billing/Invoices:** The Vendor(s) shall submit monthly revenue statements detailing all revenue itemizing sales activity. All monthly financial statements and payments shall be sent no later than the 15<sup>th</sup> of each month for the preceding month.
- 1.6 Performance Standards**
- 1.6.1** Commission rates will be increased by 5% per location for the month for any service not meeting these requirements.
- 1.6.2** Commission rates will be increased by 1% per day for each day the Contractor fails to submit the monthly remittance in accordance with the Contract. The monthly remittance date will be mutually agreed upon by the selected Contractor and the Authority.
- 1.6.3** TPS may waive the commission increases at its discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

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**BENNETT POINT LOCATION**

**ATTENTION: TPS RESERVES THE RIGHT TO ADD OR REMOVE PROPERTIES**

| <b>Apts</b> | <b>Property Name</b> | <b>Address</b>                 | <b>Machines</b> |
|-------------|----------------------|--------------------------------|-----------------|
| 56          | Bennett Point        | 528 E. 12 <sup>th</sup> Street | 6 W 6 D         |